

State of Hawaii
Department of Human Services
Benefit, Employment and Support Services Division
Financial Assistance Program

Addendum 1

Date Issued: October 2, 2009

To

Request for Proposals

RFP No. HMS 903-10-03-S
Social Security Advocacy Project
Issued on October 2, 2009

October 2, 2009

ADDENDUM NO. 1
To
REQUEST FOR PROPOSALS
Social Security Advocacy Project Services
RFP No. HMS 903-10-03-S

The Department of Human Services, Benefit, Employment and Support Services Division, Financial Assistance Program Office is issuing this addendum to RFP Number HMS-903-10-03-S, Social Security Advocacy Project Services, for the purpose of:

- ☒ Responding to questions that arose at the orientation meeting of October 9, 2009 and written questions subsequently submitted in accordance with Section 1-V, of the RFP.
- ☒ Amending the RFP number.
- ☐ Final Revised Proposals

The proposal submittal deadline:

- ☐ is amended to <new date>.
- ☒ is not amended.
- ☐ for Final Revised Proposals is <date>.

Attached are:

- ☒ A summary of the questions raised and responses for purposes of clarification of the RFP requirements.
- ☒ Amendments to the RFP number.
- ☐ Details of the request for final revised proposals.

If you have any questions, please contact:

Ms. Sally Ang

(808) 586-5733

sang@dhs.hawaii.gov

Department of Human Services

Benefit, Employment and Support Services Division

Financial Assistance Program Office

820 Mililani Street, Suite 606

Honolulu, Hawaii 96813

Responses to Questions Raised by Potential Offerors For:

RFP No.: HMS 903-10-03-S

RFP Title: Social Security Advocacy Project Services

1. Question: Do I need to provide hard copies of tax clearance forms?

Response: Hard copies of the tax clearances are not required if the vendor is registered with Hawaii Compliance Express. Registration with HCE meets online proof of Department of Taxation (DOTAX) and Internal Revenue Service (IRS) tax clearance, Department of Labor and Industrial Relations (DLIR) labor law compliance, and Department of Commerce and Consumer Affairs (DCCA) good standing compliance.

2. Question: In providing outer island services (e.g. Molokai), can personnel and facilities be shared? Can we sub-contract with an office who has a clerk to schedule appointments?

Response: Yes, a Contractor may sub-contract a staff in a facility on the island to make appointments conveniently; and an advocate would “be available on the island” for the appointed time and could fly in for that service. The Contractor should describe on the proposal how the clients will be serviced and convenience to the clients is a factor.

3. Question: How long are the terms of the contract?

Response: The initial term of the contract is for two years, starting from February 14, 2010 to February 13, 2011 and from February 14, 2011 to February 13, 2012 with three possible extensions of one year each, for a total of five years.

4. Question: Could our proposal offer more to the scope listed in the Request For Proposal (RFP)?

Response: Yes. The minimum service activities sought by the Department is listed on Section 2, III-A of the RFP. A Contractor may offer or propose additional task and responsibilities if they wish. Any additional responsibilities proposed by a Contractor will be considered at the time of the evaluation.

5. Question: Does the target population include those in the care homes?

Response: Yes. The target population for this service is any GA, TANF, TAONF and ABD applicants and recipients. This includes clients from the TANF and TAONF group who are identified by the health plans and Aid to the Disabled Review Committee (ADRC) as high users. Referrals will be from First-to-Work Vocational Rehabilitation Workers or BESSD Eligibility Workers. Self referral or facility referrals are also included if they are a GA/TANF/TAONF/ABD applicants or recipients.

6. Question: What information is required for claims to be successfully paid?

Response: The Contractor will be paid at the level of the reimbursement rate listed on the invoice for recipients who were approved SSI or SSDI. Awards will not be made for clients who do not qualify for financial assistance. For example, the Contractor will not be paid for a GA applicant who was approved for SSI but was not approved for financial assistance.

7. Question: How much detail do you need in the monthly report?

Response: The minimum data that is required is listed on page 2-8 of the RFP. The provider is encouraged to suggest any other data that their system is able to provide to measure the effectiveness and overall performance of this contract.

8. Question: What is “claims successfully paid”?

Response: This refers to claims awarded and the indicator for level of reimbursement rate for invoices.

9. What is the number of monthly referrals for staffing purposes?

Response: The monthly referrals by the EW and the FTW Case Managers vary each month. The monthly average for fiscal year 2009 was 72.

10. Does “provide outreach training to department designated personnel when necessary” include conducting training in all DHS offices and how often?

Response: There are no specific requirements for the outreach training to the DHS personnel but we encourage providers to describe in detail the training they can offer which will be considered by evaluation committee.

11. Question: Under Section 2, III Scope of Work, what does “walk-in” recipients mean?

Response: These are individuals who are not referred by EWs or FTW Vocational Rehabilitation workers who goes to the Contractor and seek assistance in applying for SSI or SSDI benefits. Hospitals or other agencies may refer them. If the individual is not a recipient when the SSI or SSDI is awarded, the Contractor will not be paid.

12. Question: Under Section 2, III Scope of Work, B.1.Personnel, does accommodations to service a multicultural referral base mean providing translator service line?

Response: BESSD would like the Contractor to be able to work within our unique cultural environment. This includes providing interpreters for clients who speak other languages.

13. Can a translator be provided by Bilingual Access Line?

Response: Yes.

14. Question: What determines compensation?

Response: Compensation is paid when invoiced for a qualifying client who is a GA, TANF, TAONF or ABD recipient. The individuals who were approved for SSI or SSDI benefits had to have been a recipient when they were awarded the SSI or SSDI benefits. The provider will not be compensated for cases that were approved for SSI or SSDI benefits if the individual was denied financial assistance.

15. Question: What is the start date for “90 days to establish facilities”?

Response: Facilities must be operational within 90 days from the start date of the contract. The estimated start date of this contract is 2/14/09 which means that the facility must be operational by 5/14/09.

16. Question: When will the provider be selected?

Response: The provider will be selected on or around 11/30/09.

17. Question: How will we be notified of the award?

Response: A Statement of Findings and Decision letter will be sent to all parties submitting proposals.

NOTE: The RFP number of the Social Security Advocacy Project Service has been changed from HMS 903-09-02-S to HMS 903-10-03-S.

State of Hawaii
Department of Human Services
Benefit, Employment and Support Services Division
Financial Assistance Program Office

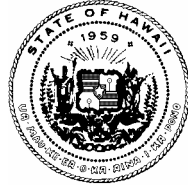
Request for Proposals

RFP No. HMS 903-10-03-S (FAP)
Social Security Advocacy Project Services

October 2, 2009

Note: If this RFP was downloaded from the State Procurement Office RFP Website each applicant must provide contact information to the RFP contact person for this RFP to be notified of any changes. For your convenience, you may download the [RFP Interest form](#), complete and e-mail or mail to the RFP contact person. The State shall not be responsible for any missing addenda, attachments or other information regarding the RFP if a proposal is submitted from an incomplete RFP.

LINDA LINGLE
GOVERNOR



LILLIAN B. KOLLER, ESQ.
DIRECTOR

HENRY OLIVA
DEPUTY DIRECTOR

STATE OF HAWAII
DEPARTMENT OF HUMAN SERVICES

P.O. Box 339
Honolulu, Hawaii 96809-0339

October 2, 2009

MEMORANDUM

TO: All Interested Applicants

FROM: Lillian B. Koller, Director

SUBJECT: REQUEST FOR PROPOSALS (RFP) SOCIAL SECURITY ADVOCACY PROJECT
SERVICES FOR GA, TANF AND TAONF APPLICANTS AND RECIPIENTS RFP
No. HMS-903-10-03-S

The Department is seeking to purchase the service listed above and further described in the attached RFP. The RFP provides information to assist applicants in the preparation of program plans and budget, including:

1. A description of the service sought;
2. Special requirements to be met by the provider
3. The criteria by which qualifying proposals shall be reviewed/rated; and
4. The criteria for monitoring and evaluating the contract.

The RFP should be reviewed very closely as all parts of the RFP must be addressed. An informational meeting is scheduled for 9:00 A.M. to 11:00 A.M. on Monday, October 9, 2009 at the Benefit, Employment and Support Services Division Administrative Office, 820 Mililani St. Suite 615, Honolulu, Hawaii 96813. For more information, please call 586-5733.

In order for the proposals to be considered, all applicants are required to submit:

1. One (1) original and three (3) copies of the proposal delivered or mailed to DHS, BESSD, Financial Assistance Program Office, at 820 Mililani St. Suite 606, Honolulu, Hawaii 96813.
2. Proposals shall be mailed, postmarked by the United States Postal Service on or before November 20, 2009, and received no later than 10 days from the submittal deadline. Hand delivered proposals shall be received no later than 4:30 p.m., Hawaii Standard Time (HST), on November 20, 2009, at the drop-off sites designated on the Proposal Mail-in and Delivery Information Sheet. Proposals postmarked or hand delivered after the submittal deadline shall be considered late and rejected. There are no exceptions to this requirement.

PROPOSAL MAIL-IN AND DELIVERY INFORMATION SHEET

NUMBER OF COPIES TO BE SUBMITTED:

ALL MAIL-INS SHALL BE POSTMARKED BY THE UNITED STATES POSTAL SERVICE (USPS) NO LATER THAN **November 20, 2009** and received by the state purchasing agency no later than **10 days from the submittal deadline.**

All Mail-ins

Department of Human Services
Benefit, Employment & Support Services Division
820 Mililani St., Suite 606
Honolulu, Hawaii 96813

DHS RFP COORDINATOR

Sally Ang
Phone Number: 586-5733
Fax Number: 586-5744
e-Mail Address: sang@dhs.hawaii.gov

ALL HAND DELIVERIES SHALL BE ACCEPTED AT THE FOLLOWING SITES UNTIL **4:30 P.M., Hawaii Standard Time (HST), November 20, 2009.** Deliveries by private mail services such as FEDEX shall be considered hand deliveries. Hand deliveries shall not be accepted if received after 4:30 P.M., **November 20, 2009.**

Drop-off Sites

Department of Human Services
Benefit, Employment & Support Services Division
820 Mililani St., Suite 606
Honolulu, Hawaii 96813

RFP Table of Contents

Section 1 Administrative Overview

I.	Procurement Timetable.....	1-1
II.	Website Reference	1-2
III.	Authority.....	1-2
IV.	RFP Organization	1-2
V.	Contracting Office	1-3
VI.	Orientation	1-3
VII.	Submission of Questions	1-4
VIII.	Submission of Proposals.....	1-4
IX.	Discussions with Applicants.....	1-7
X.	Opening of Proposals.....	1-7
XI.	Additional Materials and Documentation.....	1-7
XII.	RFP Amendments.....	1-7
XIII.	Final Revised Proposals.....	1-7
XIV.	Cancellation of Request for Proposals.....	1-8
XV.	Costs for Proposal Preparation	1-8
XVI.	Provider Participation in Planning.....	1-8
XVII.	Rejection of Proposals	1-8
XVIII.	Notice of Award	1-9
XIX.	Protests.....	1-9
XX.	Availability of Funds	1-10
XXI.	General and Special Conditions of the Contract.....	1-10
XXII.	Cost Principles	1-10

Section 2 - Service Specifications

I.	Introduction	
A.	Overview, Purpose or Need	2-1
B.	Planning activities conducted in preparation for this RFP.....	2-1
C.	Description of the Goals of the Service	2-2
D.	Description of the Target Population to be Served.....	2-2
E.	Geographic Coverage of Service	2-2
F.	Probable Funding Amounts, Source, and Period of Availability.....	2-2
II.	General Requirements.....	2-2
A.	Specific Qualifications or Requirements	2-2
B.	Secondary Purchaser Participation	2-2
C.	Multiple or Alternate Proposals	2-3
D.	Single or Multiple Contracts to be Awarded	2-3
E.	Single or Multi-Term Contracts to be Awarded	2-3
F.	RFP Contact Person	2-3
III.	Scope of Work	2-4
A.	Service Activities	2-4
B.	Management Requirements	2-5

C. Facilities	2-8
IV. Compensation and Method of Payment.....	2-8

Section 3 - Proposal Application Instructions

General Instructions for Completing Applications	3-1
I. Program Overview	3-1
II. Experience and Capability	3-2
A. Necessary Skills.....	3-2
B. Experience	3-2
C. Quality Assurance and Evaluation	3-2
D. Coordination of Services	3-2
E. Facilities	3-2
III. Project Organization and Staffing	3-2
A. Staffing	3-2
B. Project Organization	3-3
IV. Service Delivery	3-3
V. Financial	3-3
A. Pricing Structure	3-3
B. Other Financial Related Materials.....	3-3
VI. Other	3-4
A. Litigation	3-4

Section 4 – Proposal Evaluation

I. Introduction.....	4-1
II. Evaluation Process.....	4-1
III. Evaluation Criteria.....	4-2
A. Phase 1 – Evaluation of Proposal Requirements.....	4-2
B. Phase 2 – Evaluation of Proposal Application	4-2
C. Phase 3 – Recommendation for Award	4-5

Section 5 – Attachments

Attachment A. Competitive Proposal Application Checklist

Attachment B. Sample Proposal Table of Contents

Section 1

Administrative Overview

Section 1

Administrative Overview

Applicants are encouraged to read each section of the RFP thoroughly. While sections such as the administrative overview may appear similar among RFPs, state purchasing agencies may add additional information as applicable. It is the responsibility of the applicant to understand the requirements of *each* RFP.

I. Procurement Timetable

Note that the procurement timetable represents the State's best estimated schedule. Contract start dates may be subject to the issuance of a notice to proceed.

<u>Activity</u>	<u>Scheduled Date</u>
Public notice announcing Request for Proposals (RFP)	10/02/09
Distribution of RFP	10/02/09
RFP orientation session	10/09/09
Closing date for submission of written questions for written responses	10/16/09
State purchasing agency's response to applicants' written questions	10/23/09
Discussions with applicant prior to proposal submittal deadline (optional)	As Needed
Proposal submittal deadline	11/20/09
Discussions with applicant after proposal submittal deadline (optional)	DHS Option
Final revised proposals (optional)	DHS Option
Proposal evaluation period	11/23/09- 11/30/09
Provider selection	11/23/09- 11/30/09
Notice of statement of findings and decision	12/15/09
Contract start date	02/14/10

II. Website Reference

The State Procurement Office (SPO) website is <http://hawaii.gov/spo/>

	For	Click
1	Procurement of Health and Human Services	"Health and Human Services, Chapter 103F, HRS..."
2	RFP website	"Health and Human Services, Ch. 103F..." and "The RFP Website" (located under Quicklinks)
3	Hawaii Administrative Rules (HAR) for Procurement of Health and Human Services	"Statutes and Rules" and "Procurement of Health and Human Services"
4	Forms	"Health and Human Services, Ch. 103F..." and "For Private Providers" and "Forms"
5	Cost Principles	"Health and Human Services, Ch. 103F..." and "For Private Providers" and "Cost Principles"
6	Standard Contract -General Conditions	"Health and Human Services, Ch. 103F..." "For Private Providers" and "Contract Template – General Conditions"
7	Protest Forms/Procedures	"Health and Human Services, Ch. 103F..." and "For Private Providers" and "Protests"

Non-SPO websites

(Please note: website addresses may change from time to time. If a link is not active, try the State of Hawaii website at <http://hawaii.gov>)

	For	Go to
8	Tax Clearance Forms (Department of Taxation Website)	http://hawaii.gov/tax/ click "Forms"
9	Wages and Labor Law Compliance, Section 103-055, HRS, (Hawaii State Legislature website)	http://capitol.hawaii.gov/ click "Bill Status and Documents" and "Browse the HRS Sections."
10	Department of Commerce and Consumer Affairs, Business Registration	http://hawaii.gov/dcca click "Business Registration"
11	Campaign Spending Commission	http://hawaii.gov/campaign

III. Authority

This RFP is issued under the provisions of the Hawaii Revised Statutes (HRS) Chapter 103F and its administrative rules. All prospective applicants are charged with presumptive knowledge of all requirements of the cited authorities. Submission of a valid executed proposal by any prospective applicant shall constitute admission of such knowledge on the part of such prospective applicant.

IV. RFP Organization

This RFP is organized into five sections:

Section 1, Administrative Overview: Provides applicants with an overview of the procurement process.

Section 2, Service Specifications: Provides applicants with a general description of the tasks to be performed, delineates provider responsibilities, and defines deliverables (as applicable).

Section 3, Proposal Application Instructions: Describes the required format and content for the proposal application.

Section 4, Proposal Evaluation: Describes how proposals will be evaluated by the state purchasing agency.

Section 5, Attachments: Provides applicants with information and forms necessary to complete the application.

V. Contracting Office

The Contracting Office is responsible for overseeing the contract(s) resulting from this RFP, including system operations, fiscal agent operations, and monitoring and assessing provider performance. The Contracting Office is:

Department of Human Services
Benefit, Employment & Support Services Division
820 Mililani St. Suite 606
Honolulu, Hawaii 96813

VI. Orientation

An orientation for applicants in reference to the request for proposals will be held as follows:

Date: **October 9, 2009** **Time:** **9:00am**
Location: 820 Mililani St., Suite 615, Honolulu, Hawaii 96813

Applicants are encouraged to submit written questions prior to the orientation. Impromptu questions will be permitted at the orientation and spontaneous answers provided at the state purchasing agency's discretion. However, answers provided at the orientation are only intended as general direction and may not represent the state purchasing agency's position. Formal official responses will be provided in writing. To ensure a written response, any oral questions should be submitted in writing following the close of the orientation, but no later than the submittal deadline for written questions indicated in the paragraph VII. Submission of Questions.

VII. Submission of Questions

Applicants may submit questions to the RFP Contact Person identified in Section 2 of this RFP. All written questions will receive a written response from the state purchasing agency.

Deadline for submission of written questions:

Date: October 16, 2009 **Time:** 4:30pm HST

State agency responses to applicant written questions will be provided by:

Date: October 23, 2009

VIII. Submission of Proposals

A. **Forms/Formats** - Forms, with the exception of program specific requirements, may be found on the State Procurement Office website referred to in II. Website Reference. Refer to the Proposal Application Checklist for the location of program specific forms.

1. **Proposal Application Identification (Form SPO-H-200).** Provides applicant proposal identification.
2. **Proposal Application Checklist.** Provides applicants with information on where to obtain the required forms; information on program specific requirements; which forms are required and the order in which all components should be assembled and submitted to the state purchasing agency.
3. **Table of Contents.** A sample table of contents for proposals is located in Section 5, Attachments. This is a sample and meant as a guide. The table of contents may vary depending on the RFP.
4. **Proposal Application (Form SPO-H-200A).** Applicant shall submit comprehensive narratives that address all of the proposal requirements contained in Section 3 of this RFP, including a cost proposal/budget if required.

B. **Program Specific Requirements.** Program specific requirements are included in Sections 2, Service Specifications and Section 3, Proposal Application Instructions, as applicable. If required, Federal and/or State certifications are listed on the Proposal Application Checklist located in Section 5.

- C. **Multiple or Alternate Proposals.** Multiple or alternate proposals shall not be accepted unless specifically provided for in Section 2 of this RFP. In the event alternate proposals are not accepted and an applicant submits alternate proposals, but clearly indicates a primary proposal, it shall be considered for award as though it were the only proposal submitted by the applicant.
- D. **Tax Clearance.** Pursuant to HRS Section 103-53, as a prerequisite to entering into contracts of \$25,000 or more, providers shall be required to submit a tax clearance certificate issued by the Hawaii State Department of Taxation (DOTAX) and the Internal Revenue Service (IRS). The certificate shall have an original green certified copy stamp and shall be valid for six (6) months from the most recent approval stamp date on the certificate. Tax clearance applications may be obtained from the Department of Taxation website. (Refer to this section's part II. Website Reference.)
- E. **Wages and Labor Law Compliance.** If applicable, by submitting a proposal, the applicant certifies that the applicant is in compliance with HRS Section 103-55, Wages, hours, and working conditions of employees of contractors performing services. Refer to HRS Section 103-55, at the Hawaii State Legislature website. (See part II, Website Reference.)
- **Compliance with all Applicable State Business and Employment Laws.** All providers shall comply with all laws governing entities doing business in the State. Prior to contracting, owners of all forms of business doing business in the state except sole proprietorships, charitable organizations unincorporated associations and foreign insurance companies be registered and in good standing with the Department of Commerce and Consumer Affairs (DCCA), Business Registration Division. Foreign insurance companies must register with DCCA, Insurance Division. More information is on the DCCA website. (See part II, Website Reference.)
- F. **Hawaii Compliance Express (HCE).** Providers may register with HCE for online proof of DOTAX and IRS tax clearance Department of Labor and Industrial Relations (DLIR) labor law compliance, and DCCA good standing compliance. There is a nominal annual fee for the service. The "Certificate of Vendor Compliance" issued online through HCE provides the registered provider's current compliance status as of the issuance date, and is accepted for both contracting and final payment purposes. Refer to this section's part II. Website Reference for HCE's website address.

- G. **Campaign Contributions by State and County Contractors.** Providers are hereby notified of the applicability of HRS Section 11-205.5, which states that campaign contributions are prohibited from specified State or county government contractors during the term of the contract if the contractors are paid with funds appropriated by a legislative body. For more information, FAQs are available at the Campaign Spending Commission webpage. (See part II, Website Reference.)
- H. **Confidential Information.** If an applicant believes any portion of a proposal contains information that should be withheld as confidential, the applicant shall request in writing nondisclosure of designated proprietary data to be confidential and provide justification to support confidentiality. Such data shall accompany the proposal, be clearly marked, and shall be readily separable from the proposal to facilitate eventual public inspection of the non-confidential sections of the proposal.

Note that price is not considered confidential and will not be withheld.

- I. **Confidentiality of Personal Information.** Act 10 relating to personal information was enacted in the 2008 special legislative session. As a result, the Attorney General's General Conditions of Form AG Form 103F, *Confidentiality of Personal Information*, has been amended to include Section 8 regarding protection of the use and disclosure of personal information administered by the agencies and given to third parties.
- J. **Proposal Submittal.** All mail-ins shall be postmarked by the United States Postal System (USPS) and received by the State purchasing agency no later than the submittal deadline indicated on the attached Proposal Mail-in and Delivery Information Sheet. All hand deliveries shall be received by the State purchasing agency by the date and time designated on the Proposal Mail-In and Delivery Information Sheet. Proposals shall be rejected when:
- Postmarked after the designated date; or
 - Postmarked by the designated date but not received within 10 days from the submittal deadline; or
 - If hand delivered, received after the designated date and time.

The number of copies required is located on the Proposal Mail-In and Delivery Information Sheet. Deliveries by private mail services such as FEDEX shall be considered hand deliveries and shall be rejected if received after the submittal deadline. Dated USPS shipping labels are not considered postmarks.

Faxed proposals and/or submission of proposals on diskette/CD or transmission by e-mail, website or other electronic means are not permitted.

IX. Discussions with Applicants

- A. Prior to Submittal Deadline.** Discussions may be conducted with potential applicants to promote understanding of the purchasing agency's requirements.
- B. After Proposal Submittal Deadline -** Discussions may be conducted with applicants whose proposals are determined to be reasonably susceptible of being selected for award, but proposals may be accepted without discussions, in accordance HAR Section 3-143-403.

X. Opening of Proposals

Upon receipt of a proposal by a state purchasing agency at a designated location, proposals, modifications to proposals, and withdrawals of proposals shall be date-stamped, and when possible, time-stamped. All documents so received shall be held in a secure place by the state purchasing agency and not examined for evaluation purposes until the submittal deadline.

Procurement files shall be open to public inspection after a contract has been awarded and executed by all parties.

XI. Additional Materials and Documentation

Upon request from the state purchasing agency, each applicant shall submit any additional materials and documentation reasonably required by the state purchasing agency in its evaluation of the proposals.

XII. RFP Amendments

The State reserves the right to amend this RFP at any time prior to the closing date for the final revised proposals.

XIII. Final Revised Proposals

If requested, final revised proposals shall be submitted in the manner, and by the date and time specified by the state purchasing agency. If a final revised proposal is not submitted, the previous submittal shall be construed as the applicant's best and final offer/proposal. *The applicant shall submit **only** the section(s) of the proposal that are amended, along with the Proposal Application Identification Form (SPO-H-200).* After final revised proposals are received, final evaluations will be conducted for an award.

XIV. Cancellation of Request for Proposal

The RFP may be canceled and any or all proposals may be rejected in whole or in part, when it is determined to be in the best interests of the State.

XV. Costs for Proposal Preparation

Any costs incurred by applicants in preparing or submitting a proposal are the applicants' sole responsibility.

XVI. Provider Participation in Planning

Provider participation in a state purchasing agency's efforts to plan for or to purchase health and human services prior to the state purchasing agency's release of a RFP, including the sharing of information on community needs, best practices, and providers' resources, shall not disqualify providers from submitting proposals if conducted in accordance with HAR Sections 3-142-202 and 3-142-203.

XVII. Rejection of Proposals

The State reserves the right to consider as acceptable only those proposals submitted in accordance with all requirements set forth in this RFP and which demonstrate an understanding of the problems involved and comply with the service specifications. Any proposal offering any other set of terms and conditions contradictory to those included in this RFP may be rejected without further notice.

A proposal may be automatically rejected for any one or more of the following reasons:

- (1) Rejection for failure to cooperate or deal in good faith. (HAR Section 3-141-201)
- (2) Rejection for inadequate accounting system. (HAR Section 3-141-202)
- (3) Late proposals (HAR Section 3-143-603)
- (4) Inadequate response to request for proposals (HAR Section 3-143-609)
- (5) Proposal not responsive (HAR Section 3-143-610(a)(1))
- (6) Applicant not responsible (HAR Section 3-143-610(a)(2))

XVIII. Notice of Award

A statement of findings and decision shall be provided to all applicants by mail upon completion of the evaluation of competitive purchase of service proposals.

Any agreement arising out of this solicitation is subject to the approval of the Department of the Attorney General as to form, and to all further approvals, including the approval of the Governor, required by statute, regulation, rule, order or other directive.

No work is to be undertaken by the awardee prior to the contract commencement date. The State of Hawaii is not liable for any costs incurred prior to the official starting date.

XIX. Protests

Any applicant may file a protest against the awarding of the contract. The Notice of Protest form, SPO-H-801, is available on the SPO website. (See paragraph II, Website Reference.) Only the following matters may be protested:

- (1) A state purchasing agency's failure to follow procedures established by Chapter 103F of the Hawaii Revised Statutes;
- (2) A state purchasing agency's failure to follow any rule established by Chapter 103F of the Hawaii Revised Statutes; and
- (3) A state purchasing agency's failure to follow any procedure, requirement, or evaluation criterion in a request for proposals issued by the state purchasing agency.

The Notice of Protest shall be postmarked by USPS or hand delivered to 1) the head of the state purchasing agency conducting the protested procurement and 2) the procurement officer who is conducting the procurement (as indicated below) within five working days of the postmark of the Notice of Findings and Decision sent to the protestor. Delivery services other than USPS shall be considered hand deliveries and considered submitted on the date of actual receipt by the state purchasing agency.

Head of State Purchasing Agency	Procurement Officer
Name: Lillian B. Koller	Name: Pankaj Bhanot
Title: Director	Title: Procurement Officer
Mailing Address: P.O. Box 339 Honolulu, HI 96813	Mailing Address: 820 Mililani Street Suite 606 Honolulu, HI 96813

Business Address: 1390 Miller Street Room 200 Honolulu, HI 96813	Business Address: same
--	------------------------

XX. Availability of Funds

The award of a contract and any allowed renewal or extension thereof, is subject to allotments made by the Director of Finance, State of Hawaii, pursuant to HRS Chapter 37, and subject to the availability of State and/or Federal funds.

XXI. General and Special Conditions of Contract

The general conditions that will be imposed contractually are on the SPO website. (See paragraph II, Website Reference). Special conditions may also be imposed contractually by the state purchasing agency, as deemed necessary.

XXII. Cost Principles

In order to promote uniform purchasing practices among state purchasing agencies procuring health and human services under HRS Chapter 103F, state purchasing agencies will utilize standard cost principles outlined in Form SPO-H-201, which is available on the SPO website (see paragraph II, Website Reference). Nothing in this section shall be construed to create an exemption from any cost principle arising under federal law.

Section 2

Service Specifications

Section 2

Service Specifications

I. Introduction

A. Overview, purpose or need

The Department of Human Services, hereinafter known as the “Department” or DHS is seeking a qualified vendor to provide advocacy and legal services to applicants and recipients of the General Assistance (GA), Temporary Assistance to Needy Families (TANF), and Aid to the Aged, Disabled and Blind (AABD) with documented disabilities. The term TANF also applies to families whose TANF applications are approved under the State-funded benefits known as Temporary Assistance to Other Needy Families (TAONF).

This service is needed to seek and maximize Supplemental Security Income (SSI) or Social Security (SS) benefits for disabled individuals of the GA, AABD and TANF programs. Upon application for SSI by the GA, AABD or state funded TANF applicant or recipient, the state funded assistance payment is converted to a loan status with the Department. A written agreement with the Department is executed at the time the application for the loan is made. The written agreement enables the Department to receive the retroactive SSI payment directly from the federal government so that the Department may obtain reimbursement for the loan. The Department intends that part of the retroactive Supplemental Security Income (SSI) payments be used to reimburse the Department for financial assistance received by these disabled individuals.

B. Background

The Department’s Benefit, Employment, and Support Services Divisions (BESSD) is the agency that oversees the GA, AABD and TANF programs. The GA program provides cash benefits to individuals between 18 and 65 years of age, without minor dependents, who are temporarily disabled. The AABD program provides cash benefits for clothing, shelter, and other essentials to adults who are elderly (65 years of age or older) or who meet the Social Security Administration (SSA) definition of disabled or blind. TANF and TAONF programs are for adults or minor head of households with dependent children. Applicants or recipients of the GA, AABD and TANF programs with a physical or mental impairment which may be expected to result in death or which has lasted or may be expected to last 12 months are required to apply for and are referred to a provider to assist them in applying for Social Security Disability (SSDI) benefits and/or Supplemental Security Income (SSI) benefits.

C. Planning activities conducted in preparation for this RFP

A Request for Information (RFI) was posted on the State of Hawaii, State Procurement Office (SPO) website on August 10, 2009 to August 24, 2009 at the following website address:

<http://www4.hawaii.gov/bidfiles>

The posting attempted to solicit feedback from the general public on the services to be procured. One written response was submitted, and where applicable the recommendations have been incorporated into this solicitation.

D. Description of the goals of the service

The goal of this project is to maximize receipt of Federal funds from the Social Security Administration (hereinafter SSA), while maximizing assistance available to disabled applicants and recipients.

The selected vendor will work with disabled GA, AABD and TANF applicants and recipients by assisting them to apply for disability benefits, monitoring their application process and following through until the disability application is either approved or finally denied.

E. Description of the target population to be served

Applicants or recipients of the GA, AABD and TANF programs with a physical or mental impairment which may be expected to result in death or which has lasted or may be expected to last at least 12 months may be eligible to receive SSI or SS disability benefits.

F. Geographic coverage of service

Services shall be provided statewide in the geographic areas of Oahu, Kauai, Maui, Molokai, Lanai, and the island of Hawaii including East Hawaii and West Hawaii.

G. Probable funding amounts, source, and period of availability

The source of funding shall be the Federal reimbursement for Interim Assistance from the Social Security Administration.

II. General Requirements

A. Specific qualifications or requirements, including but not limited to licensure or accreditation

The applicant shall comply with the Chapter 103F, HRS Cost Principles for Purchases of Health and Human Services identified in SPO-H-201 (Effective 10/1/98), which can be found on the SPO website (See Section 5, POS Proposal Checklist, for the website address).

B. Secondary purchaser participation
(Refer to HAR Section 3-143-608)

After-the-fact secondary purchases will be allowed.

Planned secondary purchases- None

C. Multiple or alternate proposals **check one**

(Refer to HAR Section 3-143-605)

☐ Allowed ☒ Unallowed

D. Single or multiple contracts to be awarded **check one**

(Refer to HAR Section 3-143-206)

☒ Single ☐ Multiple ☐ Single & Multiple

Criteria for multiple awards:

E. Single or multi-term contracts to be awarded **check one**

(Refer to HAR Section 3-149-302)

☐ Single term (2 years or less) ☒ Multi-term (more than 2 years)

Contract terms:

Initial term of contract: two year duration, starting February 14, 2010 to February 13, 2012.

Length of each extension: One year unless otherwise agreed by the State.

Number of possible extensions: Three (3) annual extensions.

The initial period shall commence on the contract start date or Notice to Proceed, whichever is later.

Conditions for extension:

Extensions must be in writing, initiated by the Department through an offer of a supplemental contract, and agreed and executed by both the Department and awarded PROVIDERs.

F. RFP contact person

The individual listed below is the sole point of contact from the date of release of this RFP until the selection of the successful provider(s). Written questions should be submitted to the RFP contact person and received by the day and time specified in Section 1, paragraph I (Procurement Timetable) of this RFP.

Sally Ang

Phone Number: 586-5733

E-mail Address: sang@dhs.hawaii.gov

III. Scope of Work

The scope of work encompasses the following tasks and responsibilities:

A. Service Activities

(Minimum and/or mandatory tasks and responsibilities)

Provide advocacy to include representation at all levels of appeal with the Social Security Administration to disabled financial assistance applicants and recipients who have been referred by BESSD Eligibility Workers or FTW VR workers. Representation shall also include financial assistance applicants and recipients of the Department who “walk-in” and request assistance in their application for SSI or SS benefits. Legal services are required for the administrative hearing to appeal SSA benefits.

1. Evaluate each referral and determine the likelihood of a successful application, reconsideration and/or administrative appeal.
2. Complete and submit applications and appeals where the probability of an approval on an appeal is determined to be successful.
3. Pursue additional medical or appropriate information.
4. Accompany individual throughout the SSA application process as necessary, to minimize denials due to individual’s failure to provide information.
5. Provide services to the entire State.
6. Coordinate with the Department’s FTW VR contractor and/or BESSD EW to ensure that the referred individual complies with all requests for information and materials.
7. Notify the Department’s FTW VR contractor and/or BESSD EW within 24 hours via fax or phone if client fails to show up for appointment with the Social Security Advocacy vendor, is uncooperative and/or non-compliant.
8. Submit monthly reports of status information on each client in progress.
9. Submit monthly reports on claims successfully paid.
10. Submit monthly reports on rejected claims.

11. Work with DHS staff to maximize successful SSI and Social Security Disability Insurance (SSDI) claims.
12. Service varying numbers of monthly referrals.
13. Provide outreach training to designated Department personnel when necessary to facilitate the referral process.
14. Comply with all applicable state and federal statutes or regulations regarding confidentiality.
15. Provide this service for a specific dollar amount based on the successful award of SSI or SSDI benefits for an application, reconsideration review, or hearing.

B. Management Requirements (Minimum and/or mandatory requirements)

1. Personnel

- a. The contractor will provide all personnel necessary and determine the number of staff required to provide the contracted services.
- b. The proposed staff for this service must have experience working with individuals with physical and psychological impairments.
- c. The provider will have accommodations to service a multicultural referral base.

2. Administrative

- a. Services required by this program will be provided directly or through subcontracted providers.
- b. Hours of Operation are expected to be 7:45a.m. to 4:30p.m., Monday through Friday, excluding State Holidays.
- c. The successful applicant will be required to enter into a formal contract with the Department in accordance with the laws, rules and regulations of the State of Hawaii.

The stated requirements appearing elsewhere in this RFP shall become part of the terms and conditions of the resulting Contract. Any deviations thereof must be specifically defined by the applicant in its proposal which, if successful, will become part of the Contract.

The Department reserves the right to cancel the Contract without cause and to request new proposals for the work. Upon award of the work, the Department will forward the formal Contract to the successful applicant for execution. The Contract shall be signed by the successful applicant and returned, together with the required insurance documents (including indemnification), and other supporting documents, within ten (10) calendar days after receipt by the applicant, or within such further time as the Director may allow.

No such Contract shall be binding upon the Department until the Contract has been fully and properly executed by all the parties thereto and the state Comptroller has, in accordance with Section 103-39, Hawaii Revised Statutes, endorsed thereon his certificate that there is an appropriation or balance of an appropriation over and above all outstanding contracts, sufficient to cover the amount required by the Contract during the fiscal year. Further, the Contract shall not be considered to be fully executed until the Department of Attorney General of the State of Hawaii has approved the Contract as to form.

No supplementary Agreement shall be finding upon the Department until the Agreement has been fully and properly executed by all parties thereto prior to the start date of Agreement. The Contractor shall not provide any services until the Agreement is fully and properly executed.

Any work performed by the successful applicant prior to receipt of a Notice to Proceed shall be at the applicant's own risk and expense. The State of Hawaii and the Department are not and will not be liable for any work, contract costs, expenses, loss of profits or damages whatsoever incurred by the successful applicant prior to the receipt of a Notice to Proceed.

3. Quality assurance and evaluation specifications

All contracts shall be monitored by the Department in accordance with the requirements as set forth by Chapter 103F, Hawaii Revised Statutes. Annual contract monitoring may include site visits with comprehensive evaluation of several areas of performance. These include review of conformance with standard contractual requirements, agency files, accounting practices, and case record keeping, performance/outcome/output measures, quality of services, and administrative requirements. In addition, ongoing contract monitoring shall include review of monthly reports as required by the Department and periodic assessment of program effectiveness

The contract shall be evaluated based upon the performance of service activities and cost savings to the State as described in section III listed above. The contract will also be reviewed for overall cost effectiveness based upon the overall cost compared to the amount of successful awards obtained by the contractor and SSI interim assistance reimbursement collected.

4. Output and performance/outcome measurements

The provider shall propose goal numbers. These figures should be based on the estimated funding, proposed staffing and other factors deemed relevant by the applicant.

5. Experience

The applicant shall demonstrate a thorough understanding of the purpose and scope of the service activities, as well as the necessary skills, abilities, and knowledge of, and experience relating to the delivery of the proposed services.

The applicant shall provide a description of verifiable experience with projects or contracts for the most recent five years that are pertinent to the proposed services. Applicant shall include contact persons, addresses, e-mail addresses, or telephone numbers. The State reserves the right to contact references to verify experience.

6. Coordination of services

The applicant shall demonstrate the capability to coordinate services and to collaborate with other offices within the Department, with other agencies and resources in the community relating to the delivery of the proposed services.

The Contractor may utilize sub-contracting as a means of delivering the services; however such subcontracting may not exceed 40% of the Contractor's obligation to the delivery of services.

7. Reporting requirements for program and fiscal data

Contractor shall prepare and submit a monthly invoice in the format specified by the Department. This report is due by the 10th of each month in accordance with the agreed upon Compensation and Rate Schedule. Additionally, the Contractor shall submit a final invoice upon termination of the contract.

Contractor shall submit a monthly report of service activities by program

type (GA, TANF or TAONF) and by disability type (physical or psychological) within thirty (30) days after the end of the report month. The reports shall include the following data:

- Number of referred cases,
- Number of cases not accepted by contractor and reason,
- Number of pending cases,
- Number of clients awarded/approved for SSI,
- Number of clients denied for SSI at each level of adjudication (e.g. how many initial, reconsideration, & hearing),
- Number of reconsideration reviews handled,
- Number of administrative hearings,
- Number of closed cases,
- Reason of case closure (e.g. client did not follow through, lost contact with client, client moved out of state, client returned to work),
- Number of workshops/trainings for DHS staff to increase their knowledge of referral procedures to the Contractor.

C. Facilities

The applicant shall provide a description of its facilities and demonstrate its adequacy in relation to the proposed services. If facilities are not presently available, describe plans to secure facilities. Also describe how the facilities meet ADA requirements, as applicable, and special equipment that may be required for services. The facilities can be shared but must be available statewide for every island with the exception of Lanai. A facility on Molokai may accommodate Lanai. Facilities must be operational within 90 days of contract start date.

IV. COMPENSATION AND METHOD OF PAYMENT

This is a fixed price contract. Compensation for the service is based on contingency basis. The payment is contingent on the written notification from SSA that the individual will be awarded SSI or other SS disability benefits. Payment will be a specific dollar amount to be paid only upon the successful award of SSI or SS benefits. The amount of payment will be based on the bid.

The applicant shall propose a rate schedule based on the following three categories of payment not to exceed:

1. \$900.00 for the award of SSI or SS benefits based on the filing of an application.
2. \$1325.00 for the award of SSI or SS benefits based on the outcome of a request for reconsideration.
3. \$1650.00 for the award of SSI or SS benefits based on the outcome of a formal hearing with SSA.

Final payment will not be available until all the following requirements are met:

1. All reports and other materials due to the Department have been submitted by the Contractor and accepted by the Department,
2. All discrepancies in performance of services have been resolved,
3. All other outstanding matters have been completed,
4. Tax clearances have been received, and
5. All outstanding fiscal obligations have been reconciled.

There is no limit on the number of applications, reconsiderations, or hearings a contractor may undertake, nor is there any limit on the number of applicants a contractor may represent.

Section 3

Proposal Application Instructions

Section 3

Proposal Application Instructions

General instructions for completing applications:

- *Proposal Applications shall be submitted to the state purchasing agency using the prescribed format outlined in this section.*
- *The numerical outline for the application, the titles/subtitles, and the applicant organization and RFP identification information on the top right hand corner of each page should be retained. The instructions for each section however may be omitted.*
- *Page numbering of the Proposal Application should be consecutive, beginning with page one and continuing through for each section. See sample table of contents in Section 5.*
- *Proposals may be submitted in a three ring binder (Optional).*
- *Tabbing of sections (Recommended).*
- *Applicants must also include a Table of Contents with the Proposal Application. A sample format is reflected in Section 5, Attachment B of this RFP.*
- *A written response is required for **each** item unless indicated otherwise. Failure to answer any of the items will impact upon an applicant's score.*
- *Applicants are **strongly** encouraged to review evaluation criteria in Section 4, Proposal Evaluation when completing the proposal.*
- *This form (SPO-H-200A) is available on the SPO website (see Section 1, paragraph II, Website Reference). However, the form will not include items specific to each RFP. If using the website form, the applicant must include all items listed in this section.*

The Proposal Application comprises the following sections:

- *Proposal Application Identification Form*
- *Table of Contents*
- *Program Overview*
- *Experience and Capability*
- *Project Organization and Staffing*
- *Service Delivery*
- *Financial*
- *Other*

I. Program Overview

Applicant shall give a brief overview to orient evaluators as to the program/services being offered.

II. Experience and Capability

A. Necessary Skills

The applicant shall demonstrate that it has the necessary skills, abilities, and knowledge relating to the delivery of the proposed services.

B. Experience

1. Describe the relevant experience of the applicant and each proposed subcontractor, if any, in each area of required performance described in Section 2, including a clear description of projects/contracts pertinent to the proposed services and the exact length of the applicant's/subcontractor's experience in each area of expertise.
2. Attach a list of at least (2) relevant references, including the name of the reference, a brief statement describing the relationship between the applicant/subcontractor and the reference, as well as the name, title and telephone number of a contact person at the reference.
3. Attach for each key staff position a resume and/or description of the qualifications that will be required, including all appropriate credentials and certifications.

C. Quality Assurance and Evaluation

The applicant shall describe its own plans for quality assurance and evaluation for the proposed services, including methodology.

D. Coordination of Services

The applicant shall demonstrate the capability to coordinate services with other agencies and resources in the community.

E. Facilities

The applicant shall provide a description of its facilities and demonstrate its adequacy in relation to the proposed services. If facilities are not presently available, describe plans to secure facilities. Also describe how the facilities meet ADA requirements, as applicable, and special equipment that may be required for the services.

III. Project Organization and Staffing

A. Staffing

1. Proposed Staffing

The applicant shall describe the proposed staffing pattern, client/staff ratio and proposed caseload capacity appropriate for the viability of the services. (Refer to the personnel requirements in the Service Specifications, as applicable.)

2. Staff Qualifications

The applicant shall provide the minimum qualifications (including experience) for staff assigned to the program. (Refer to the qualifications in the Service Specifications, as applicable)

B. Project Organization

1. Supervision and Training

The applicant shall describe its ability to supervise, train and provide administrative direction relative to the delivery of the proposed services.

2. Organization Chart

The applicant shall reflect the position of each staff and line of responsibility/supervision. (Include position title, name and full time equivalency) Both the “Organization-wide” and “Program” organization charts shall be attached to the Proposal Application.

IV. Service Delivery

Applicant shall include a detailed discussion of the applicant’s approach to applicable service activities and management requirements from Section 2, Item III. - Scope of Work, including (if indicated) a work plan of all service activities and tasks to be completed, related work assignments/responsibilities and timelines/schedules.

V. Financial

A. Pricing Structure

Applicant shall submit a cost proposal utilizing the pricing structure designated by the state purchasing agency. The cost proposal shall be attached to the Proposal Application.

All budget forms, instructions and samples are located on the SPO website (see Section 1, paragraph II Websites referred to in this RFP).

B. Other Financial Related Materials

1. Accounting System

In order to determine the adequacy of the applicant's accounting system as described under the administrative rules, the following documents are requested as part of the Proposal Application (may be attached):

Audit Report (most recent)

2. Tax Clearance

An original or certified copy of a current (within 3 months), valid tax clearance certificate issued by the Hawaii State Department of Taxation (DOTAX) and the Internal Revenue Service (IRS) shall be submitted with the proposal by the due date and time. The two part Tax Clearance Application (FormA-6) that combines DOTAX and IRS tax clearance shall be used for this purpose.

Substitution allowed: Current (within the period of this RFP) Certificate of Vendor Compliance issued by Hawaii Compliance Express.

VI. Other

A. Litigation

The applicant shall disclose any pending litigation to which they are a party, including the disclosure of any outstanding judgment. If applicable, please explain. Failure to provide full disclosure shall result in automatic disqualification of the RFP application.

Section 4

Proposal Evaluation

Section 4

Proposal Evaluation

I. Introduction

The evaluation of proposals received in response to the RFP will be conducted comprehensively, fairly and impartially. Structural, quantitative scoring techniques will be utilized to maximize the objectivity of the evaluation.

II. Evaluation Process

The procurement officer or an evaluation committee of designated reviewers selected by the head of the state purchasing agency or procurement officer shall review and evaluate proposals. When an evaluation committee is utilized, the committee will be comprised of individuals with experience in, knowledge of, and program responsibility for program service and financing.

The evaluation will be conducted in three phases as follows:

- Phase 1 - Evaluation of Proposal Requirements
- Phase 2 - Evaluation of Proposal Application
- Phase 3 - Recommendation for Award

Evaluation Categories and Thresholds

<u>Evaluation Categories</u>		<u>Possible Points</u>
<i>Administrative Requirements</i>		
<i>Proposal Application</i>		100 Points
Program Overview	0 points	
Experience and Capability	25 points	
Administration	15 points	
Project Organization and Staffing	20 points	
Service Delivery	35 points	
Financial	5 Points	
TOTAL POSSIBLE POINTS		100 Points

III. Evaluation Criteria

A. Phase 1 - Evaluation of Proposal Requirements

Exclusion of any of the required documents stated in (A)(1) and (2) below as part of the submitted final proposal shall disqualify the applicant from selection consideration.

1. Administrative Requirements

- Proposal Application Checklist
- Registration with the State Procurement Office, Hawaii Compliance Express
- Audit Report (most recent)
- Tax Clearance

2. Proposal Application Requirements

- Proposal Application Identification Form (Form SPO-H-200)
- Table of Contents
- Program Overview
- Experience and Capability
- Project Organization and Staffing
- Service Delivery
- Financial (All required forms and documents)
- Program Specific Requirements (as applicable)

B. Phase 2 - Evaluation of Proposal Application (100 Points)

Program Overview: No points are assigned to Program Overview. The intent is to give the applicant an opportunity to orient evaluators as to the service(s) being offered.

Scoring for each item identified below is assigned a value of 0 through 5 points. The items are then averaged, and the average is multiplied by the weight assigned to the respective section. The following is an explanation of the point assignments:

Points

5=Very Satisfactory

4=More than satisfactory

3=Satisfactory

2=Less than satisfactory

1=Unsatisfactory

0=Not addressed (no credit)

1. Experience and Capability (25 Points)

The State will evaluate the applicant's experience and capability relevant to the proposal contract, which shall include:

A. Necessary Skills

- Demonstrated skills, abilities, and knowledge relating to the delivery of the proposed services. _____
- Demonstrated a thorough understanding of the purpose and scope of the service activity. _____
- Described how the proposed service is designed to meet the pertinent issues and problems related to the service activity. _____

B. Experience

- Demonstrated experience with projects or contracts for the most recent five years that are pertinent to the proposed services. _____
- Demonstrated experience gathering and reporting performance data. _____

2. Administration (15 Points)**A. Quality Assurance and Evaluation**

- Sufficiency of quality assurance and evaluation plans for the proposed services, including methodology. _____

B. Coordination of Services

- Demonstrated capability to coordinate services with other agencies and resources in the community. _____

C. Facilities

- Adequacy of facilities relative to the proposed services. _____

2. Project Organization and Staffing (20 Points)

The State will evaluate the applicant's overall staffing approach to the service that shall include

A. Staffing

- Proposed Staffing: That the proposed staffing pattern, client/staff ratio, and proposed caseload capacity are reasonable to insure viability of the services. _____
- Accessibility: Demonstrated ability to provide services at all locations named throughout the State and adequately addressing access to all clients. _____
- Staff Qualifications: Minimum qualifications (including experience) for staff assigned to the program. _____
- Demonstrated that staff has experience in dealing with the Social Security Administration and public assistance clients and agencies. _____
- Demonstrated that staff is knowledgeable of the Department's and the Social Security Administration's rules _____

B. Project Organization

- Supervision and Training: Demonstrated ability to supervise, train and provide administrative direction to staff relative to the delivery of the proposed services. _____
- Organization Chart: Approach and rationale for the structure, functions, and staffing of the proposed organization for the overall service activity and tasks. _____

3. Service Delivery (35 Points)

- Describes the overall program content and design, and demonstrates an understanding of the target group, various service activities and sequence of events. _____
- Describes staff/management activities. Presents evidence of cooperation and collaboration, and willingness to follow Department requirements, policies and established procedures. _____
- Demonstrates knowledge of handling customer service demands and complaints. _____
- Adequately demonstrated the ability to deliver services in a timely manner. _____
- Proposes a work plan for program implementation that is logical, reasonable, and attainable and provides for public relations and community collaboration. _____
- Adequately addressed service to the entire State and _____

- access by all clients. _____
- Demonstrated that outreach training to designated Department personnel when the need arises will be provided. _____

4. Financial (5 points)

- Applicant's proposal budget is reasonable, given program resources and operational capacity. _____
- Adequacy of accounting system. _____

C. Phase 3 - Recommendation for Award

Each notice of award shall contain a statement of findings and decision for the award or non-award of the contract to each applicant.

Section 5

Attachments

- A. Proposal Application Checklist
- B. Sample Table of Contents

Proposal Application Checklist

Applicant: _____

RFP No.: _____

The applicant's proposal must contain the following components in the order shown below. This checklist must be signed, dated and returned to the purchasing agency as part of the Proposal Application. SPOH forms are on the SPO website. See Section 1, paragraph II Website Reference.*

Item	Reference in RFP	Format/Instructions Provided	Required by Purchasing Agency	Completed by Applicant
General:				
Proposal Application Identification Form (SPO-H-200)	Section 1, RFP	SPO Website*	X	
Proposal Application Checklist	Section 1, RFP	Attachment A	X	
Table of Contents	Section 5, RFP	Section 5, RFP	X	
Proposal Application (SPO-H-200A)	Section 3, RFP	SPO Website*	X	
Tax Clearance Certificate (Form A-6)	Section 1, RFP	Dept. of Taxation Website (Link on SPO website)*	X	
Cost Proposal (Budget)			NA	
SPO-H-205	Section 3, RFP	SPO Website*	NA	
SPO-H-205A	Section 3, RFP	SPO Website* Special Instructions are in Section 5	NA	
SPO-H-205B	Section 3, RFP,	SPO Website* Special Instructions are in Section 5	NA	
SPO-H-206A	Section 3, RFP	SPO Website*	NA	
SPO-H-206B	Section 3, RFP	SPO Website*	NA	
SPO-H-206C	Section 3, RFP	SPO Website*	NA	
SPO-H-206D	Section 3, RFP	SPO Website*	NA	
SPO-H-206E	Section 3, RFP	SPO Website*	NA	
SPO-H-206F	Section 3, RFP	SPO Website*	NA	
SPO-H-206G	Section 3, RFP	SPO Website*	NA	
SPO-H-206H	Section 3, RFP	SPO Website*	NA	
SPO-H-206I	Section 3, RFP	SPO Website*	NA	
SPO-H-206J	Section 3, RFP	SPO Website*	NA	
Certifications:				
Federal Certifications		Section 5, RFP	NA	
Debarment & Suspension		Section 5, RFP	NA	
Drug Free Workplace		Section 5, RFP	NA	
Lobbying		Section 5, RFP	NA	
Program Fraud Civil Remedies Act		Section 5, RFP	NA	
Environmental Tobacco Smoke		Section 5, RFP	NA	
Program Specific Requirements:				
Audit Report (most recent)		Section 3, RFP	X	
Business References		Section 3, RFP	X	

Authorized Signature

Date

Proposal Application Table of Contents

I.	Program Overview.....	1
II.	Experience and Capability	1
A.	Necessary Skills	2
B.	Experience.....	4
C.	Quality Assurance and Evaluation.....	5
D.	Coordination of Services.....	6
E.	Facilities	6
III.	Project Organization and Staffing	7
A.	Staffing.....	7
	1. Proposed Staffing.....	7
	2. Staff Qualifications	9
B.	Project Organization	10
	1. Supervision and Training.....	10
	2. Organization Chart (Program & Organization-wide) (See Attachments for Organization Charts)	
IV.	Service Delivery.....	12
V.	Financial.....	20
	See Attachments for Cost Proposal	
VI.	Litigation.....	20
VII.	Attachments	
A.	Cost Proposal	
	SPO-H-205 Proposal Budget	
	SPO-H-206A Budget Justification - Personnel: Salaries & Wages	
	SPO-H-206B Budget Justification - Personnel: Payroll Taxes and Assessments, and Fringe Benefits	
	SPO-H-206C Budget Justification - Travel: Interisland	
	SPO-H-206E Budget Justification - Contractual Services – Administrative	
B.	Other Financial Related Materials	
	Financial Audit for fiscal year ended June 30, 1996	
C.	Organization Chart	
	Program	
	Organization-wide	
D.	Performance and Output Measurement Tables	
	Table A	
	Table B	
	Table C	
	Program Specific Requirements	